



ICEHOTEL® 365 - Tailor-Made



HOLIDAY TYPE: Tailor Made
VISITING: Sweden

BROCHURE CODE: 5115
DURATION: 3 or more nights

In Brief

This holiday allows you to visit the world-famous ICEHOTEL® and enjoy the wonders of the Arctic in the summer and autumn months. What's more, you can design your own activity agenda using Lapland's expansive and dramatic wilderness as your playground.

Our Opinion

“ Autumn in Lapland is one of my favourite times of the year. With longer daylight hours and warmer temperatures, the options are boundless. Where else can you go white water rafting by day, watch the Northern Lights by night and then retire to a stunningly crafted bedroom suite constructed using only ice and snow? ”

Dawn Kitson

The Specifics

Holiday group size (approximate)

Minimum 2, maximum 24 (approximately). All activities require a minimum of 2 people to operate.

Group Size

We always try to provide an approximation of the group size you can expect to be with for the duration of each of our holidays. It may be that you are joined by others for parts of your holiday (such as transfers and particular activities) but the above number reflects those you can normally expect to be with from beginning to end. If group size is something which is particularly important to you, please speak to our Travel Experts and they can suggest the best holidays for you.

Tailor-made holiday group sizes will vary for all activities as will the group size for any additional activities you book.

Minimum and maximum age

If a specific minimum age applies to this holiday, it can be found in the Key Facts box on the holiday Overview page.

Unless otherwise stated in the in the Key Facts box on the holiday Overview page, the minimum age for participation in an Artisan holiday is typically 8 years old (there may be younger children in some destinations who have booked with other companies). If an adult-only environment is important to you, then please contact our Travel Experts and they will advise on the best dates and destinations for you. If you are looking for a holiday designed specifically for families then please see our sister company www.activitiesabroad.com

Itinerary amendments

The order of activities listed in this agenda is provided for guidance only, your final and detailed itinerary will be provided either with your final travel documents (which are uploaded into your online account around a week prior to departure) or upon arrival.

Guides & Safety

When partaking in any activity, it is imperative that everyone in your group listens very closely to the instructions provided by the guide and that they are abided by at all times. Our guides are experts in their field and no one knows the environment better than these highly knowledgeable and experienced providers.

Prior to starting any activity, please make it clear to your guide if there is any element of the safety briefing you are unsure of or would like to clarify before you set off.

Our guides will always take local conditions into account when considering whether an activity can go ahead. This is, in part, why your itinerary is subject to change at short notice. This rarely happens, however, if it does, we will always endeavour to reschedule the activity for later in your holiday. If this is not possible then the cost of the activity will be refunded to you when you return home.

Our guides' word on activities is always final and your safety is their principal concern at all times; please respect their decisions. By following their instructions, your safety and enjoyment during each activity will be greatly enhanced.

NB: In order to participate in our holidays, all guests must be able to understand instructions given in English. These instructions may be delivered verbally or in writing and will include vital safety information and ongoing instruction during activities.

Pregnancy

If you are pregnant at the time of booking your holiday or you discover you are pregnant prior to your departure, firstly – congratulations! Secondly – please tell us as soon as possible. This situation does frequently arise and we are able to advise you both from our own first-hand experience and from discussing this at length with our expert local partners who have experience in this area. The more notice you can give us the better, in order to suggest any adaptations to the itinerary you have booked which will reduce the risk to both mother and baby. Please contact our customer service team for more information. <https://www.artisantravel.co.uk/about-us/contact-us>

Experience and Fitness

Most of the activities we offer have been designed for beginners who have no prior experience and are of all age ranges and fitness levels. Our guides provide expert advice, tuition and instructions prior to any activity going ahead. Activities are designed to be enjoyed and not endured, but some, such as cross-country skiing and snowshoeing, do require a more basic level of fitness than, for example, riding on a snowmobile. If you have any questions, then please contact one of our Travel Experts who can provide first-hand advice.

The only holidays which are not as suitable for complete beginners are the multi-night safaris which involve several days in wilderness cabins travelling by either snowmobile or husky safari. Again, this all depends on the individual taking part, but some prior experience and understanding of these types of activities can be very helpful.

Financial Protection

We know that your holiday will be one of the most important investments you make in a year and we understand how important it is for you to know that you are financially protected and that your money is secure. Alongside our ATOL financial protection (ATOL 6865) you may book with confidence as we are a fully bonded member of ABTA (ABTA number Y6261). This means that you have the benefit of

ABTA's code of conduct and your money is fully protected regardless of whether we are arranging your flights for you or not. We also offer our clients our 'Peace of Mind Promise' to really put your mind at ease. Please see the following link for full details: <https://www.artisantravel.co.uk/about-us/financial-protection>

Responsible Travel

Responsible Travel is at the heart of our business and our approach is based on ensuring that our holidays are environmentally, socially and economically responsible. We work in some of the most pristine environments in the world and with suppliers who we class as friends; protecting and providing for both is central to our ethos. Full details of our Responsible Travel Policy can be found on our [website](#).

Tipping

At your discretion, you may wish to tip your guides at the end of your stay as a gesture of appreciation for their efforts during your holiday.

Medical History and Advice

We want our holidays to be accessible as they can be and will do our best to accommodate any special requests and requirements where possible. We have a wide range of holidays and destinations and so our travel experts will help find the best holiday for you.

In order to give us the best possible chance to do this we ask that if you or any member of your party has any medical condition or disability which may affect your holiday or has any special requirements, that you tell us at the time of enquiry or booking. You must also promptly advise us if any medical condition or disability which may affect your holiday develops after your booking has been confirmed. You may need to provide a doctor's note and proof of insurance in some cases as the health and safety of our clients is absolutely paramount.

In providing this information you are allowing us to work with our expert local partners to ensure that your whole party can enjoy the holiday. By letting us know in advance we can discreetly work with you to adapt any part of the holiday which may potentially be challenging. Being able to prepare for this in advance makes an incredible difference to what we can offer and minimises any impact on your party and the rest of the group.

Unfortunately, if you choose not to share this information with us in advance then it may limit some or all of the itinerary you have booked, and we cannot be held accountable for any additional costs or missed activities resulting from this.

Insurance

Insurance is not included in your holiday, but it is a pre-requisite to travelling with us. You will need to ensure that you have cover for all the activities that you will be participating in during your holiday.

It is extremely important that you take out a suitable travel insurance policy at the time of booking. Plans do sometimes change, and you will need this policy should you need to cancel your holiday.

If you are struggling to find a suitable policy then details of our preferred provider, who will cover you for all the activities we offer, can be found on our website by [clicking here](#). Please note that this policy is available to EU residents under the age of 75 only.

The UK Foreign Office Advice

Our clients' safety is at the centre of everything we do, and our operations team continually assesses and monitors the destinations we feature. We carry out thorough risk assessments and work closely with all of our suppliers to continually follow best practice. For up to date travel advice the UK government offers its [Travel Aware website](#) as well as the advice detailed below.

The Foreign and Commonwealth Office Advice

We receive all updates from the [Foreign and Commonwealth Office \(FCO\)](#) with regards to travel advice and we always ensure that we follow this advice in our operations. The FCO issues travel advisories for countries based on a very wide range of factors. They may provide notification about things as simple as a football match and crowds, or they may go so far as to advise against all travel to a region. We ask all our clients to refer to the relevant [Travel Advice by Country](#) for the destinations they are visiting in order to make an informed decision on the safety of the destination based on the details provided. It also provides vital information regarding entry requirements, embassy information, local laws and customs as well as specific safety and health. Guests should take responsibility for keeping themselves up to date with this advice. Please also ensure that, if you are transiting through another country, you have read the advice and meet the entry requirements for that destination too.

The FCO travel advice is applicable to British Passport Holders. Most governments will issue their own travel advice for a region and, if you are not a UK resident then you can find some helpful links below:

Australian Department of Foreign Affairs and Trade <http://www.smartraveller.gov.au/>

New Zealand Ministry of Foreign Affairs and Trade <http://www.safetravel.govt.nz/>

Canadian Consular Affairs Bureau <http://voyage.gc.ca/>

The U.S. Bureau of Consular Affairs <http://travel.state.gov/content/travel/english.html>

If the FCO deems that there is an unacceptable level of risk for UK citizens then, together with the government, they may issue an advisory against all travel to a region or country. If such an advisory is published, then we will act accordingly, and this may require the cancellation, curtailment or amendment of a holiday itinerary. These decisions are made on the basis of ensuring our clients' safety and will affect all clients on the holiday, regardless of their nationality.

If one of our local experts suggests an amendment due to a situation which develops locally then we may also take the decision to amend an itinerary appropriately.

If we have to cancel your holiday prior to departure you will be offered the option of an alternative trip (where any price difference will either be refunded to or covered by you) or a full refund of the monies paid.

If we have to curtail a holiday, then you will be refunded for any costs for the elements we have been unable to deliver, where we have been able to secure a refund from our suppliers. If we must reroute a holiday, then any basis for refund is determined on a case by case basis and dependent on whether the central holiday experience was provided or not.

Booking activities locally

Additional activities can be booked locally in almost all our destinations. However, as per our booking conditions, we cannot be held responsible for any injury or loss incurred through participation in activities which are booked at your destination outside of our holiday itinerary (see our 'Terms and Conditions' for further details).

When arranging any such activity please always ensure that safety is your primary concern.

In some of our destinations, you can borrow or hire equipment for use in your free time. You do so entirely at your own risk. You must ensure that you are properly prepared, have the necessary equipment and knowledge (maps, etc) and ensure that where applicable, you follow marked routes. We recommend discussing your plans with the local teams who will be able to advise on the most suitable options for you.

Always let the reception/guide know where you are planning to go and take a torch and mobile phone (with the hotel/guide's phone number stored). It is also a good idea to leave your contact number and the time you expect to return to the hotel should the hotel need to contact you.

Brexit information for British Passport holders

For the most up to date information on how the UK's departure from the EU may affect your holiday please [click here](#) to view our Brexit information for British Passport holders.

Sweden FAQs

Useful words and phrases in Swedish

We always encourage our clients to respect the lives of local inhabitants by learning a few important words, hello, goodbye, please, thank you etc.

English	Swedish
Yes	Ja
No	Nej

Please	Varsågod
Thank you	Tack så mycket
Good Morning	God morgon
Good Afternoon	God kväll
Good Night	God nat

Do I need a visa to travel to Sweden?

For visitors from within the EU, no visa is required for Sweden and UK nationals are able to stay for up to three months. Your passport must be valid for the duration of your stay. For anyone travelling on a non-British passport, it is your responsibility to ensure you have all the necessary visas, passport validity and documents in place before you travel. Please contact your foreign office or Swedish Embassy for all the necessary details.

Do they speak English in Sweden?

You will find that the vast majority of Swedes will speak very good English as it is taught in all schools, and guides and staff on the trips will no doubt enjoy conversing in English with you. However, we would urge you to learn a few basic words in Swedish as it is not only an interesting language but will enamour you to the locals!

How cold will it be in Sweden?

The weather and temperature in Sweden can be variable depending on the time of year and whereabouts in the country you are as Stockholm and Gothenburg experience much milder weather than regions in Lapland.

As the majority of our trips will place you close to or above the Arctic Circle the following information will be based on this. Swedish Lapland has a subarctic climate which leads to short mild summers and long, colder winters.

If you are travelling to the region between May and August, temperatures are usually around 15°C to 20°C. In autumn, from around mid-September onwards typical temperatures will range between 10°C and 0°C. The weather at this time of year is characterised by unpredictability, so visitors should be prepared for changeable weather.

Snow typically covers the region from around mid-November onwards and lasts until late April with temperatures at this time of year ranging from -5°C to -20°C. Extremes at either end of the scale have often been known to occur however with any variation between 3°C and -40°C.

How dark will it be in Sweden?

In Swedish Lapland, daylight hours fluctuate hugely at different times of year.

Winter brings with it the darkness of polar lights – a time when the sun doesn't rise above the line of

the horizon for up to 51 days. The darkness is by no means absolute though, as each day there are a few hours of unique polar light between 10am and 2pm which casts the region in a bluish glow which reflects off the snow.

By contrast, during the summer months of late May until mid-July visitors can witness the incredible spectacle of the Midnight Sun, as darkness is seemingly banished from the region. The Swedes embrace this light filled time of year, with late night activities and excursions to make the most of the phenomenon.

The seasons in Sweden each bring with them their own unique charm and the varying daylight hours contribute to this hugely.

How expensive is Sweden?

Scandinavian countries do have a bit of a reputation for being on the expensive side and Sweden is no exception with food and alcoholic drinks in particular being fairly highly priced. A pint of beer will cost an average of £6, whilst a glass of wine will set you back about £7 or £8.

The vast majority of our trips will include breakfast for the duration of your stay, whilst others are half board, and, in remote destinations, full board.

Alcoholic drinks are not included on our trips so you should budget accordingly for this.

What is the currency in Sweden?

The currency in Sweden is the Swedish Krona (abbreviated as SEK. Bank notes are available in values of 20, 50, 100, 500 and 1000 and coins come in 1, 5 and 10 krona.

Major credit cards are accepted in most places and these are usually the easiest and most secure way to pay for your items. In order to pay or withdraw cash with your credit or debit card it requires that you have a card with chip and PIN (Personal Identification Number). The older magnetic-strip cards (usually found in the USA) are not commonly accepted.

In remote locations, cash machines are not common so we would advise you to either take cash with you or make use of the cash machines at the airport.

What is the food like in Sweden?

Despite commonly held opinions (that have no doubt been influenced by Ikea) there is a lot more to Swedish cuisine than meatballs and cinnamon rolls. When it comes to food, as with most things, Sweden is hugely influenced by its surrounding countryside with dishes characterised by the distinct and natural flavours of the landscape.

The food scene here is one that is continually evolving, and recently chefs have been looking to old culinary traditions, rediscovering and reinventing Swedish classics, known as husmanskost.

Dishes here tend to include ingredients such as pork, herring, crayfish, milk, cabbage and potato.

Commonly enjoyed Swedish dishes include pea soup (ärtsopa) usually served with pancakes (pannkakor), meat stew with onions (kalops) and potato dumplings with a filling of onions and pork (kroppkakor). Pickled herring is used in vast quantities, due to its abundance in the North and Baltic seas.

Breads are prepared and served in endless variation, commonly flatbread, rye bread and crisp bread.

The light long days and cool nights of summer leads to a variety of fruits that are slowly grown and rich in flavour such as lingonberries and cloudberry. Sweet treats are also found in the form of pastries and waffles.

Please let us know of any dietary requirements at the time of booking so our suppliers can accommodate them to the best of their ability.

What kind of plugs do I need in Sweden?

Sweden uses the Northern European two-pronged plug (type C), so you will need an adaptor if travelling from the UK.

Flight schedule changes and connecting transportation

On your documentation, we will confirm your flight schedule. Sometimes the flight number, routing and timings might change prior to your departure. If the change is classed as a significant change then we will contact you to discuss this. Please see our booking conditions for details.

Flight schedule changes can impact on your pre and post-holiday travel arrangements if these have been booked separately to your holiday. We strongly recommend that you do not book transport (such as trains or transfers), car parking or non-connecting flights to the departure point for your holiday until you have received your final confirmed travel times when your final travel documents are issued. We are not responsible for the effect of any schedule change on your pre or post travel arrangements. We strongly recommend that you do not purchase non-flexible or non-refundable tickets to avoid cancellation and penalty charges.

Booking your own flights - cancellation disclaimer

If you have chosen to book your own flights, then you will need to wait until we confirm to you that the holiday departure has met the minimum numbers required to run (if applicable to your chosen holiday). Once the holiday is guaranteed to run, you will be informed and you can then make your arrangements.

If transfers are included in your holiday, please ensure that any potential flights will be met by our standard transfers (speak to one of our Travel Experts for advice) otherwise private transfer supplements may be applicable. Once your flights are booked, please send us a copy of your detailed flight itinerary.

Please be aware that most tickets are non-refundable in the case of cancellation. For this reason, we strongly advise you check the rules of the ticket and check the limitations of your cancellation

insurance before booking. We cannot be held liable, in the unlikely eventuality that we should be forced to cancel or amend your trip, for losses incurred relating to any flight booking you have made.

Special requests & in-flight meals

Due to the remote locations of our holidays, flight availability can be exceptionally limited. To ensure that you can travel on the seats that we have pre-allocated to a certain holiday, flight options might be restricted. Please discuss this with our Travel Sales Experts at the time of booking.

Generally, we are unable to assign specific seating on flights although we can make requests on your behalf. We cannot guarantee this and if a request is unable to be actioned then this is not classed as a breach of contract on our part.

If your booking allows for online check-in then you should do so as early as possible to ensure you are allocated seats next to your travelling companions. Details regarding this will be provided in your final travel documents which will be provided approximately one week prior to travel.

If you require special seats or assistance at the airport due to a medical condition, reduced mobility or disability, then please let us know at the time of booking (or as soon as possible prior to travel if the issue occurs after booking). You may be required to provide written confirmation of your fitness to travel from a doctor.

Domestic flights and those within Europe, may not provide meals or snacks onboard so it is always worth remembering this if you are due to land late in the evening when opportunities to buy food may be limited.

We always forward any dietary requirements to the airlines, but we cannot guarantee the availability of the chosen diet onboard. You may want to consider bringing your own food to guarantee there will be something you will be able to eat. This is the approach our staff with dietary requirements take when flying within Europe.

Terms and Conditions

Our full booking terms and conditions can be found on our website: <https://www.artisantravel.co.uk/booking-conditions>